

**March 18<sup>th</sup> LACCoD - ASI Monthly Report for the Meeting held on  
February 23, 2015**

Agenda Item # 4 There was no Monthly Service Award given this month, as the recipient was not able to attend the Board meeting in Gardena.

Agenda Item # 6 were the Reports from ex-officio Board Members, which are Chairs from two Committees; the Transportation Professionals Advisory Committee, (TPAC), Chair, Linda Evens, and the Community Advisory Committee, (CAC), Chair Chaplain Dove Cohen. Ms. Evans spoke about the concern regarding the Dynamic Fare program and thought that there were too many concerns to think about at this time. Origin to Destination was also discussed at great length. Chaplain Dove Cohen, Chair of the Community Advisory Community also remarked that the CAC discussed the same subjects with no real definitive answers.

Agenda Item # 7 There were three public comments which dealt long periods of waiting times in order to speak to the reservation center and the Dispatch Center at hold times around 45 minutes. Another comment was concerning a trip from LAX to the San Fernando Valley taking four-and-a-half hours. The last comment was about van drivers taking private cell phone calls, while driving vans with passengers inside.

Agenda Item # 8 Paula Faust, the Deputy Director of Transportation of G Trans of Gardena, was introduced to the Board as being our host, as our meeting was held at their main offices and headquarters in Gardena. She gave a short presentation about Gardena Bus Lines, and their recent name change and make over which include a color change of vehicles along with fuel conversion to produce a cleaner environment.

Agenda Item # 9 The consent calendar; a) Consideration to Approve Employee Handbook Revision and Policy Updates; b) Consideration to Extend State Advocacy Contract – Joe A. Gonsalves and Son; c) Consideration to Approve Local Advocacy Contract – David Gershwin Consulting. All of these items were passed by the Board.

Agenda Item # 10 Consideration to approve forwarding proposed by-law changes on Access Annual Report to Access membership. This item just changed the number of days from 120 days after the fiscal year down to 30 days.

Agenda Item # 11 Discussion of amending Agency by-laws to allow for Board Alternates, this would permit Board Members to have an alternate that would be

available to fill in if the Board Member could not attend for the purposes of always having a quorum present. There was no motion made, therefore no vote

was taken on this issue, so it no longer exists as an issue or a concern, as the Access Board of Directors has never had a problem achieving a quorum,

Agenda Item # 12 Consideration to approve forwarding proposed by-law changes on officers of the agency to the Access membership. This item was brought up only for purposes of changing a job title from Deputy Executive Director to Chief Operating Officer.

Agenda Item # 13 Discussion of amending Agency by-laws to allow for a Board Executive Committee. This item also failed to materialize as the Board felt that there are enough committees to deal with throughout the organization, and there is no need for an Executive Committee currently.

Agenda Item # 14 Consideration to approve forwarding proposed by-law changes on membership meetings to the Access membership.

Recently, Metro appointed director Levy objected to the calling of a special meeting of Access members by the Board for the purpose of informing and obtaining input and advice from Access members regarding the regional Triennial Review findings related to No Shows, Origin to Destination Service and Fares. This item was voted down.

Agenda Item # 15 Consideration to approve forwarding proposed by-law changes on member notification to the Access membership. This item had to do with the Brown Act and to deal with proper postings of meetings.

Agenda Item # 16 Consideration to approve no show policy revisions. The following are the changes will be in effect by April 1, 2015:

1. Authorize staff to make the following changes to the no-show policy, effective April 1, 2015:
  - Customers who have five (5) or more no-shows or late cancellations during any single month may be subject to suspension if those no shows exceed 10% of their overall scheduled monthly trips;
  - A 10-day suspension will be given for first offenders followed by a 30-day suspension for every occurrence thereafter;

- Cancellations for subscription trips will be regarded as no-shows when a customer cancels less than two (2) hours before the scheduled pick-up time;
  - Access will send a notification letter after each no-show starting with the second no-show in a month.
2. Authorize staff to undertake the following customer outreach plan:
- Update the No-Show Policy on the [accessla.org](http://accessla.org) website.
  - Printed Rider's Guides will have an insert of the revised no-show policy.
  - Seat drops will be distributed and placed on all Access Services vehicles starting March 2, 2015.
  - Customers who would be deemed eligible for suspension in the month of March will receive a notification of the revised no-show policy rather than be suspended.

Agenda Item # 17 Consideration to approve draft origin to destination policy for public hearing and advisory committee input. The Board decided to go forward with the Origin to Destination plan or now called "Beyond the Curb" program by authorizing staff to draft a policy which would go to the Community Advisory Committee and the Transportation Professionals Advisory Committee and then to the public hearing stage.

All of the Agenda Items were approved with the exception of two, which were mentioned above.

Agenda Item # 18 Board Member Communication, Director Dolores Nason asked the question, as to why the Board Meetings are being moved around the County and not remaining in one spot, in the Metro Building in downtown LA.